

Office of Attorney General Terry Goddard



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FOR IMMEDIATE RELEASE

Terry Goddard to Honor Attorney General's Office Volunteers

(Phoenix, Ariz. – April 28, 2008) Attorney General's Office volunteers who work tirelessly to improve their communities will be honored by Attorney General Terry Goddard during National Volunteer Week, April 28 – May 2.

"Our volunteers make it possible for Arizonans to have access to the Attorney General's Office without having to travel to Phoenix or Tucson," Goddard said. "The time they spend making community presentations and staffing our satellite offices is invaluable and helps us do a better job for all Arizona residents."

The National Volunteer Week theme – "Volunteer to Change the World" – reflects the power volunteers have to make significant changes in their communities.

Some of the volunteers across Arizona who have made outstanding contributions include:

- John Guderian, of Mesa, has been a volunteer for the Attorney General's Fraud Fighter Program for two and a half years. As a volunteer, Guderian educates the East Valley community on fraud, scams, and identity theft through public speaking and community events. He runs an Attorney General's satellite office at the Mesa Downtown Senior Center where he helps community members with consumer complaints, scams and many other issues. Guderian worked for the U.S. Customs Service for 26 years, giving him great experience for this program.
- J. Alan Cates, of Gilbert, has volunteered in the Consumer Information and Complaints (CIC) unit for the last two years. He works diligently to resolve consumer complaints through conciliation. Cates strives to strike a fair balance between the needs of the consumers and businesses and enjoys the challenge of resolving consumer complaints. Cates has over 30 years of fraud detection and prevention experience. He is a trained mediator with the Maricopa County Justice Court and a licensed private investigator in Arizona and California. Prior to joining the office as a CIC volunteer, he was an outside agency expert for the FBI working white-collar crime for six years. He was also the Chief of the California Fraud Prevention Bureau and was profiled in the television show 60 Minutes where he spoke about health care fraud.

- Walter Nottleman, of Phoenix, has volunteered in the CIC unit for the last year, working to resolve consumer complaints through conciliation. Nottleman enjoys being part of a professional organization, the variety of work involved and the personal satisfaction from helping consumers. Prior to joining the office as a CIC volunteer, Nottleman volunteered for six months at the Attorney General's Sunnyslope satellite office where he provided educational information to consumers. He previously worked at the Dial Corporation for 35 years where he had extensive experience in labor relations, employee relations and management training and development.
- José A. Ramírez, of Tucson, is a bilingual volunteer mediator for the Conflict Resolution Program of the Attorney General's Civil Rights Division in Tucson. As a mediator, Ramírez works to resolve employment and housing discrimination complaints filed with the Office. He also helps mediate cases referred to the Attorney General's Office by Pima County Juvenile Court. Ramírez has served on the City of Tucson's Citizens' Commission on Public Service and Compensation, which evaluates Tucson's Mayor and Council salaries. He also serves on the City of Tucson's Civil Service Commission to arbitrate employment cases. He is a human resources consultant and previously worked for Lucent Technologies, AT&T and Pacific Telephone.
- Janet McCall, of Scottsdale, is a volunteer mediator for the Conflict Resolution Program in the Attorney General's Civil Rights Division. She has mediated numerous cases in her six years with the program. With a background in staff and organizational development, McCall is skillful at helping disputants address conflict and develop strategies to move through the difficulties. McCall mediates civil rights disputes in employment, housing and public accommodations. She also works with state agency mediations, assisting multiple agencies in resolving staff and client issues. McCall plays a valuable role in helping parties to negotiate mutually acceptable agreements to disputes, greatly reducing the burden of protracted conflicts.

There are many ongoing volunteer opportunities in the Attorney General's Office. If you are interested in becoming a "Fraud Fighter" volunteer please contact the Community Services Program at 602-542-2123 or communityservices@azag.gov. Fraud Fighter volunteers focus on educating the general public about current scams and frauds. If you are interested in volunteering with the Conflict Resolution program, please contact Garrett Hoover at 602-542-7767. For more information about both of these programs, please visit the Attorney General's Web site at www.azag.gov.

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